



STATE OF IOWA
MASTER AGREEMENT
 Contract Declaration and Execution

EFFECTIVE BEGIN DATE: 06-01-2008
 EXPIRATION DATE: 05-31-2009
 PAGE: 1 of 4

VENDOR:

INTRUST
11333 Aurora Ave

Urbandale, IA 50322
USA

VENDOR CONTACT:

Greg Melloh
 PHONE: 515-557-3154 EXT:
 EMAIL: mellohgl@ihs.org

ISSUER:

JEANETTE CHUPP
 PHONE: 515-281-6288
 EMAIL: Jeanette.Chupp@iowa.gov

FOB FOB Dest, Freight Prepaid

Contract For: Respiratory Equipment Rental and Liquid Oxygen, Medical Use.

The parties agree to comply with the terms and conditions on the following attachments which are by this reference made a part of the Agreement.

Attachment 1: General Terms and Conditions for service/goods contracts posted at:
http://das.gse.iowa.gov/terms_services.pdf and http://das.gse.iowa.gov/terms_goods.pdf

Attachments 2-3 are on file with the Department of Administrative Services, General Services Enterprise.

Attachment 2: Iowa Health Home Care (Intrust) Response to Request for Proposal 0707671049 dated May 4, 2007.

Attachment 3: Iowa Health Home Care (Intrust) Cost Proposal response to Request for Proposal 0707671049.

FOB: Destination

Authorizing Iowa Veterans Home Representatives: Shelly Tilton, Kay Gill, Peggy Rohach and Lisa Draeger

Iowa Health Home Care Contact: Greg Melloh .. E-Mail: mellohgl@ihs.org

Phone: 515-557-3154 or Cell Phone 515-205-3865 or FAX 515-557-3233

- 1.) Regular Delivery within 1-calendar day or Emergency Delivery within 2-hours after request.
- 2.) All units shall be filled bi-weekly (Tuesday/Friday mornings)
- 3.) In-service and maintenance of all equipment at least semi-annually, scheduled within 7-days of request.
- 4.) All rental is inclusive of delivery, set-up, instruction, service and maintenance/repair.
- 5.) Equipment descriptions and additional contract information/pricing attached.

RENEWAL OPTIONS

FROM 06-01-2009 TO 05-31-2010

AUTHORIZED DEPARTMENT

671 Veterans Affairs

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		STATE OF IOWA	
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) <i>Sandra D. Dieleman</i> 6-11-08		AGENCY NAME <i>Dept. of Administrative Services</i>	
BY (Authorized Signature) <i>Sandra D. Dieleman</i>	Date Signed <i>6-11-08</i>	BY (Authorized Signature) <i>Jeanette Chupp</i>	Date Signed <i>June 11, 2008</i>
Printed Name and Title of Person Signing <i>Sandra D. Dieleman, VP of Finance/CFO</i>		Printed Name and Title of Person Signing <i>Jeanette Chupp</i>	
Address <i>11333 Aurora, Urbandale, IA 50322</i>		Address <i>Hoover Bldg., Des Moines, Iowa</i>	



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
1	0.00000		9794552	\$0.000000
				\$0.000000
			RENTAL OF OXYGEN CONCENTRATOR MACHINES	
			Respiratory Equipment Rental on an as-needed basis.	
			.	
2	0.00000	LB	4304861	\$0.440000
				\$0.000000
			OXYGEN, LIQUID, FOR MEDICAL USE	
			Provision and delivery of Liquid Oxygen for Medical Use.	
			.	
3	0.00000	MO	97945	\$25.750000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. Liquid Portable Strollers	
			.. Puritian Bennett Model C1000	
			.	
4	0.00000	MO	97945	\$25.750000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. Stationary Liberator	
			.. Puritian Bennett Model C41A	
			.	
5	0.00000	MO	9794552	\$51.500000
				\$0.000000
			RENTAL OF OXYGEN CONCENTRATOR MACHINES	
			.. Oxygen Concentrator	
			.. Respironics Everflow, Model 1020001	
			.	
6	0.00000	MO	97945	\$51.500000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. CPAP Unit with Built-In Heated Humidification	
			.. Respironics, Remstar Auto, Model DS500S	
			.	
7	0.00000	MO	97945	\$139.050000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. BiPAP Unit with Ramp	
			.. Respironics, BiPAP Auto, Model DS700S	
			.	
8	0.00000	MO	97945	\$0.000000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. Humidifier for use with BiPAP Unit	
			.. Respironics "M" Series, Model 1022257	
			.. Included at No-Charge	
			.	
9	0.00000	MO	97945	\$669.500000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. Ventilator	
			.. Puritian Bennett Model LP-10	
			.	



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
10	0.00000	MO	97945	\$0.000000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. Ventilator .. "BACK-UP" Unit (on-site, on-the-shelf)	
			.. Puritian Bennett Model LP-10	
			.. No-Charge	
11	0.00000	MO	97945	\$30.900000
				\$0.000000
			Hospital Equipment - General, Rental or Lease	
			.. Heated Humidifier, for use with Ventilator	
			.. Fisher Paykel, Model MR-410	
			.	
12	0.00000	EA	4650255	\$16.480000
				\$0.000000
			PARTS AND ACCESSORIES, RESPIRATION EQUIP.	
			.. Disposable Circuits (from Ventilator to Patient)	
			.	



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TERMS AND CONDITIONS

Terms & Conditions Goods

The parties agree to comply with the terms and conditions on the following web site which are by this reference made a part of the Agreement.

General Terms and Conditions for goods contracts are posted at: http://das.gse.iowa.gov/terms_goods.pdf

Terms & Conditions Service

The parties agree to comply with the terms and conditions on the following web site which are by this reference made a part of the Agreement.

General Terms and Conditions for service contracts are posted at: http://das.gse.iowa.gov/terms_services.pdf

ATTACHMENT IV. RFP 0707671049 (Page 1 of 2)

COST PROPOSAL

COMPLETE, SIGN AND SUBMIT THIS FORM AS YOUR COST PROPOSAL.

The undersigned agrees to provide products/services to the State of Iowa, on-site at the Iowa Veterans Home, in accordance with the terms and conditions of Request for Proposal No. 0707671049 and Vendor's response to same at the following fees:

<u>Description</u>	<u>Brand / Model</u>	<u>Year 1 Pricing</u> shall be firm	<u>Year 2 Pricing</u> shall not exceed	<u>Year 3 Pricing</u> shall not exceed
Liquid Oxygen		<u>\$ 42.4</u> Purchase Price per Pound	<u>\$ 44</u> Purchase Price per Pound	<u>\$ 46</u> Purchase Price per Pound
Liquid Portable Strollers Puritan Bennett C-1000 or equal	<u>C1000</u> Model No. <u>PURITAN BENNETT</u> Brand Name	<u>\$ 25.00</u> Rental per Unit per Month	<u>\$ 25.75</u> Rental per Unit per Month	<u>\$ 26.52</u> Rental per Unit per Month
Stationary Liberator Puritan Bennett C-41 or equal	<u>C41A</u> Model No. <u>PURITAN BENNETT</u> Brand Name	<u>\$ 25.00</u> Rental per Unit per Month	<u>\$ 25.75</u> Rental per Unit per Month	<u>\$ 26.52</u> Rental per Unit per Month
Oxygen Concentrator AirSep Corp. New Life Elite, 0-5 LPM or equal	<u>(RESPIRONICS)</u> <u>1020001</u> Model No. <u>EVERFLOW</u> Brand Name	<u>\$ 50.00</u> Rental per Unit per Month	<u>\$ 51.50</u> Rental per Unit per Month	<u>\$ 53.05</u> Rental per Unit per Month
CPAP Unit with Built-In Heated Humidification Respironics Brand or equal	<u>(RESPIRONICS)</u> <u>DS500S</u> Model No. <u>REMSTAR AUTO</u> Brand Name	<u>\$ 50.00</u> Rental per Unit per Month	<u>\$ 51.50</u> Rental per Unit per Month	<u>\$ 53.05</u> Rental per Unit per Month
BiPAP Unit with Ramp and variable positive airway pressure Respironics Brand or equal	<u>(RESPIRONICS)</u> <u>DS700S</u> Model No. <u>BIAPAP AUTO</u> Brand Name	<u>\$ 135.00</u> Rental per Unit per Month	<u>\$ 139.05</u> Rental per Unit per Month	<u>\$ 143.22</u> Rental per Unit per Month
Humidifier for use with BiPAP Unit Fisher Paykel Model HC-150 or equal	<u>(RESPIRONICS)</u> <u>1022257</u> Model No. <u>M SERIES</u> Brand Name	<u>N/C</u> <u>\$ INCLUDED</u> Rental per Unit per Month	<u>N/C</u> <u>\$ INCLUDED</u> Rental per Unit per Month	<u>N/C</u> <u>\$ INCLUDED</u> Rental per Unit per Month

Ventilator Puritan Bennett LP-10 or equal	<u>LP-10</u> Model No. <u>PURITAN BENNETT</u> Brand Name	<u>\$ 650.00</u> Rental per Unit per Month	<u>\$ 669.50</u> Rental per Unit per Month	<u>\$ 689.59</u> Rental per Unit per Month
Ventilator "" Back-Up Unit "" Puritan Bennett LP-10 or equal provided on-site, on-the-shelf for use in the event of an emergency.	<u>LP-10</u> Model No. <u>PURITAN BENNETT</u> Brand Name	<u>\$ N/C</u> Rental per Unit per Month for On-site On-the-shelf Back-up Unit	<u>\$ N/C</u> Rental per Unit per Month for On-site On-the-shelf Back-up Unit	<u>\$ N/C</u> Rental per Unit per Month for On-site On-the-shelf Back-up Unit
Heated Humidifier for use with the Ventilator. Fisher Paykel MR410 or equal	<u>MR 410</u> Model No. <u>FISHER PAYKEL</u> Brand Name	<u>\$ 30.00</u> Rental per Unit per Month	<u>\$ 30.90</u> Rental per Unit per Month	<u>\$ 31.83</u> Rental per Unit per Month
Disposable Circuits (applicable for use from the ventilators to the patients)	<u>ANY DISPOSABLE</u> Model No. <u>ANY</u> Brand Name	<u>\$ 16.00</u> Purchase Price Per Circuit	<u>\$ 16.48</u> Purchase Price Per Circuit	<u>\$ 16.97</u> Purchase Price Per Circuit

The pricing offered above shall be firm for the initial 12-month contract period (Year 1.), and shall not exceed the amount specified for renewal periods (Year #2., and Year #3.).

Regular Respiratory Products and Services shall be delivered within 1 (number) calendar days after written request from the Iowa Veterans Home.

Emergency Respiratory Products and Services shall be delivered within 2 (number) hours after request from the Iowa Veterans Home.

In-Service and maintenance shall be scheduled within 7 (number) days after request.

The State requests all pricing for products, services and deliveries requested herein be provided in the unit/rental pricing matrix above. This includes all delivery charges. No fuel surcharges or other fees shall be accepted unless they are itemized below.

Itemize any additional Mandatory Fees not included in the above pricing matrix:

\$ _____ invoiced per _____
\$ _____ invoiced per _____

Vendor's Name: IOWA HEALTH HOME CARE

C. Scope of Work

3.2 Definition of Products to be provided

A. Purchase: Liquid Oxygen

Iowa Health Home Care utilizes a 3000 gallon bulk liquid oxygen tank at our main facility in Urbandale Iowa, for filling both bulk truck mounted containers and high pressure cylinders. We employ 10 equipment technicians and four bio-support technicians and have a 14 vehicle fleet of trucks to ensure timely delivery of all products. Technicians and Respiratory professionals are available 24 hours a day, seven days a week. We plan to utilize two vehicles, each having 190 gallon liquid oxygen vessels to service the Iowa Veterans Home. We also have two other vehicles with smaller liquid oxygen storage tanks that could be dispatched immediately should the situation arise.

B. Purchase: Disposable circuits

Iowa Health Home Care stocks a wide variety of Ventilator circuits. Currently we have 15 ventilator patients. Each situation is different, requiring a different approach. We currently utilize about 6 different models of ventilators. The price quoted will be for a disposable circuit compatible with an LP-10 Ventilator, however, we understand that this may not be compatible with certain patients. The price quoted will be applicable to any disposable ventilator circuit ordered by the Iowa Veterans Home for use on Ventilators that are owned by Iowa Health home Care and currently rented to the Iowa Veterans home.

C. Monthly Rental of Products and Accessories

Liquid Portable Strollers Price quoted will be for either the Puritan Bennett C-1000 units or standard Helios® liquid oxygen portable unit. Helios® units are considerably lighter than the C1000, and also have a “pulse dose” feature which will allow the units to last up to three times longer resulting in less fills by your nursing staff and longer times between fills for your residents. We would consider partnering with the Respiratory Professionals at the Iowa Veterans Home to perform any compatibility studies should you find you have patients that would benefit from this technology. This also saves the Iowa Veterans Home money by reducing the amount of oxygen consumed. There would be no noticeable difference in the filling procedures between the Helios and the C-1000, and no other training issues that would be apparent between the two models. The Iowa Veterans Home will have complete discretion on which model they would prefer or may choose a combination of either units.

Stationary Liberators Price quoted will be for the Puritan Bennett C-41A and C41AG models. Smaller versions, (C-21A) can be requested for short term use for patients leaving the facility for travel purpose at no additional charge provided that the vehicle that they will be traveling in can safely accommodate the C-21.

Oxygen Concentrator Price quoted is for the Respironics Everflow® model. This is the newest and smallest full featured concentrator on the market today. 0-5 LPM flow range with built in oxygen percentage indicator meaning there is no guess work whether the unit is producing acceptable levels of oxygen. This tiny unit weighs only 29 pounds and is extremely quiet. Its size makes it the unit of choice for patient's who might also need to take it with them while traveling or going home for the weekend. All Concentrator's supplied to the Iowa Veterans Home will be of this make and model. Also, we understand that, on occasion, certain patient's will require a flow rate in excess of 5 LPM. Iowa Health Home Care also carries models that produce up to 8LPM and 10LPM. At the request of the Respiratory Department at the Iowa Veterans Home, we will provide these units on a case by case basis at no additional charge (at the same price as the Everflow®) to the Iowa Veterans Home.

CPAP Unit with built in Heated Humidification Price quoted is for Respironics Remstar® "M" series, Auto titrating unit, with built in heated humidification. Humidification can be removed, or used as a cool Passover humidifier if desired. Unit is auto titrating so pressure accuracy is assured based upon the exact breathing patterns of the patient that continually change throughout the course of the night. Unit also has desired ramp feature and is totally downloadable for physician analysis.

BIPAP® Unit with Ramp and variable positive airway pressure Price quoted is for Respironics Bipap® Auto Unit. Unit has variable positive airway pressure, adjustable ramp feature, and is totally downloadable for physician analysis. **Unit comes with built in heated humidifier** which can be removed allowing use of unit without humidification or can also be used as a cool Passover humidifier.

Humidifier (for use with BIPAP unit) Included in quote for Bipap unit above. Iowa Health Home Care will substitute the Fisher Paykel HC-150 at no additional charge if so requested.

Ventilator Price quoted will be for any of the following ventilators which Iowa Health Home Care routinely stocks. Puritan-Bennett LP-10, Respironics PLV-100, Pulmonetics LTV 900 and 950, Viasys T-Bird Legacy. Our Clinical Respiratory Staff will work closely with the respiratory professionals at The Iowa Veterans Home to match the best possible equipment on a case by case basis. Iowa Health Home Care has seven respiratory therapists on staff at all times. All seven therapists are staffed here in Central Iowa and are available for consultation anytime day or night.

Ventilator Back-up unit Provided in keeping with the AARC good practice standards. Iowa Health Home Care will provide a back up ventilator of the same make and model (at no charge until used).

Heated Humidifier for use with the Ventilator Iowa Health Home Care stocks the Fisher Paykel MR410, HC500, and the MR730. Price quoted will be for any of these three. Again, different situations may require the use of slightly different equipment and

we are allowing flexibility when determining which unit to use, at no additional cost to the Iowa Veterans Home.

Repair parts and service All repair parts and service to rental equipment will be supplied at no charge to the Iowa Veterans Home. Iowa Health Home Care maintains a state of the art service and maintenance facility at our Urbandale location. We stock a large inventory of repair parts to expedite the turn around time and have five repair technicians available 24 hours a day.

3.3 Definition of Services to be provided

A. Iowa Health Home Care has sufficient staff to honor this request. We staff ten equipment technicians in our Urbandale location alone and could also draw upon the staff of our other Service Lines if required.

B. Again, Iowa Health Home Care has sufficient staff to cover this obligation. Iowa Health Home Care employs over 100 field staff so “Emergency Deliveries” within two hours will never be a problem. We also have staff in our Grinnell Iowa location that could be available on site within one hour.

C. Iowa Health Home Care will always be flexible and will fill all units as required, twice a week. Tuesdays and Friday mornings will work fine. We will strive to maintain a schedule that fits the needs of the Iowa Veterans Home.

D. Iowa Health Home Care will provide in service education to any and all staff of The Iowa Veterans Home on any equipment provided by Iowa Health Home Care on **at least** a semi annual basis. Education may take the form of various formats including, but not limited to; Operators manuals, both in hard copy print and or DVD format, Technical manuals (if so requested) both in hard copy and or DVD format, Clinical Manuals (if so requested) both in hard copy and DVD format. Other educational means may include power point presentations and direct seminar style presentations. We also have a wide variety of patient awareness materials designed to answer questions that the patients or staff may have regarding a specific disease (Obstructive Sleep Apnea, Chronic Obstructive Pulmonary disease are just a few) Iowa Health Home Care has access to the full resources of the Iowa Health System. All educational materials and resources will be provided free of charge to the Iowa Veterans Home.

E. Iowa Health Home Care maintains 24 hour on call service in Clinical Respiratory, Distribution, Customer Service and Technical Support divisions to support the vast requirements of our Home Medical equipment population. These services will be extended to all staff of the Iowa Veterans Home.

F. Pricing for all rental equipment is inclusive meaning that all delivery, set up, instruction, service, maintenance and repair parts are included in the monthly rental fee for each item.

G. Iowa Health Home Care provides monthly Ventilator checks as part of our normal protocol. We use state of the art test and simulation equipment and all ventilator checks are completed by a licensed Respiratory Therapist. All ventilator preventive maintenance requirements mandated by the manufacturer will be strictly adhered to. We will maintain all ventilators in accordance with manufacturer guidelines which in some instances and depending on the exact model of ventilator may require service more frequently than annually as specified in the bid proposal. Iowa Health Home Care will maintain responsibility for completing all preventive maintenance requirements on all rented ventilators provided to the Iowa Veterans Home. Iowa Health Home Care will provide two Bio-Support technicians on a quarterly basis for the purpose of testing, cleaning and providing general service and maintenance to all other rented equipment.

H. General maintenance and service is standard protocol when filling all liquid oxygen stationary units and a complete battery of tests is completed each time the unit is filled. The equipment technician assigned to the Iowa Veterans Home will be available for general service and maintenance for other rented items whenever asked to do so by staff at the Iowa Veterans Home.

I. Items requiring major repair (except ventilators) will be serviced at our facility in Urbandale. A simple equipment exchange transaction will occur in these instances.

J. Again, as stated in item G above, we will maintain all ventilators in accordance with the manufacturers mandated maintenance schedules. At a minimum, we will return all rented ventilators to the Manufacturer at least once annually, understanding that for certain models, this may occur more frequently than annually as prescribed in the bid proposal. In the event that a different or substitute ventilator must be supplied to meet the patients condition, Iowa Health Home Care will provide copies (to The Iowa Veterans Homes) of the exact maintenance guidelines set fourth by the manufacturer for the particular device being used. Iowa Health Home Care will be responsible for all costs involved with service, maintenance and repair for all rented ventilators regardless of the frequency of service.

3.4 Vendor requirements

A. All scales utilized by Iowa Heath Home Care for the purpose of weighing liquid oxygen stationary tanks will be certified twice annually by the State of Iowa. In addition, Iowa Health Home Care utilizes its own set of calibrated, certified test weights to periodically test the accuracy of its scales. Copies of either test will be made available upon request.

B. Iowa Health Home Care has on file a current copy of an "Iowa Wholesale Drug License" A copy will be made available, upon request, to The Iowa Veterans Home.

C. All employees assigned to The Iowa Veterans Home will have completed certificates in specialty training for the handling/verifying of Medical Liquid gases. We have these available immediately and will supply them upon request from the Iowa Veterans Home.

D. As specified in Addendum Number 1 dated April 24th 2007, Iowa Health Home Care meets or exceeds all of the supplier standards of the Medicare Program. Our Medicare Provider number is # 536098001.

E. Iowa Health Home Care employs seven licensed Respiratory Therapists, one licensed Paramedic, and one registered Nurse in our Home Medical Equipment service Line. In addition, our other service lines employ a wide variety of professionals such as Physical and Occupational Therapists, Medical Social Workers, and specialty Nursing Practices such as Wound Care, Hospice, Pediatrics, and others.

We will assign one of these professionals as your dedicated contact for clinical respiratory and another dedicated individual for equipment and distribution issues. Each position will also have a back up "go to" person. Our staff of 10 equipment techs has documented extensive knowledge of all oxygen equipment utilized by the Iowa Veterans Home.

3.5 Vendor Accuracy Warranty

As stated in item E above, all employees of Iowa Health Home Care have extensive knowledge of all products and services utilized by the Iowa Veterans Home and continually receive on going education from our on site, dedicated Education Department. All employees are required to take mandatory Net learning courses that keep them up to date on any changes in any Federal, State or local regulations, including but not limited to, OSHA, FDA, DOT, Medicare, Medicaid. We also comply with the Good Manufacturing Practices as outlined by the Compressed Gas Association. Iowa Health Home Care is also a member in good standing in the Midwest Association of Medical Equipment Suppliers (MAMES).

3.6 Enhancement Initiatives

A. Iowa Health Home Care utilizes the latest technological advances in all aspects of its equipment rental fleet. We strive to be the best provider by providing products that will enhance our patient's lives. Some of the more notable equipment enhancements are as follows:

We have in our inventory, the most advanced models of Oxygen Conserving technology available on the market today. Homefill systems, Total O2 Systems, Portable Oxygen Concentrators, Very lightweight full featured Oxygen concentrators, Low Loss Liquid Oxygen Stationary Systems and extremely lightweight composite oxygen cylinders. We also utilize Telehealth Home Monitoring Systems. Systems such as the Auto titrating CPAP and BIPAP units (which are generally regarded as superior to standard setting CPAP and BIPAP units) are also utilized.

We would look forward to partnering with the Iowa Veterans Home on various equipment trials and would be willing to form a committee made up of professionals

from both entities to explore possible future use of these technologies at the Iowa Veterans Home.

Professionals at the Iowa Veterans Home will also be invited (at least twice annually) to select meetings regarding other areas of possible enhancements to this contract. Iowa Health Home Care utilizes that latest in communications technology. Meetings could be held via phone, internet, and or in person at a mutually agreeable location. We would like to set up performance verification meetings at least quarterly with relevant staff at the Iowa Veterans Home to discuss any contract related performance issues should their be any.

B. Iowa Health Home Care believes this is addressed in item A above, however, Iowa Health Home Care will offer its full cooperation(at any time) in order to improve its obligations under the terms of this contract.

3.7 Service Times and Holidays

Iowa Health Home care is aware of the Iowa Veterans Home service times and State Holidays and will not make scheduled deliveries for product or services on these dates. However, Iowa Health Home Care will remain available for Emergency deliveries of products and services on the listed dates.

3.8 Security of Data

A. Iowa Health Home Care has read and understands this provision. Iowa Health Home Care is bound by the Health Insurance Portability and Privacy Act (HIPPA).

B. Iowa Health Home Care has read and understands this provision. Iowa Health Home Care is bound by the Health Insurance Portability and Privacy Act and has policies and procedures in place to assure compliance with this. All Iowa Health Home Care employees are required to take a mandatory net learning course on this very subject at least once annually. Copies of our policy and procedure related to this topic are available by request.

C. Iowa Health Home Care has read and understands this provision.

3.9 Availability to other State of Iowa Institutions and Facilities

We have read and understand the details of this provision. Iowa Health Home Care understands that it would have to review and accept the terms of an extension to any other individual alternate location and thereby, would have the right to refuse such extension should it not be in Iowa Health Home Care's interest to do so. Iowa Health Home Care agrees to at least consider all such requests.

Vendor Points

1. Plan Implementation

Iowa Health Home Care currently has all necessary staff (Distribution, Respiratory, Bio-Support and Project Management) and vehicles for immediate implementation of this contract. We also have the cash resources to purchase any additional equipment required for contract implementation and could have equipment completely available within 5 business days if required. We will work closely with the Respiratory Department at the Iowa Veterans Home to ensure a seamless transition process. Iowa Health Home care would deliver all or part of specified equipment on a date or dates specified by the Contract administrator and will offer our assistance in retrieving equipment that will need returned to your current Vendor. We can also assist in short term storage of this equipment if necessary. Again, Iowa Health Home Care will do whatever it takes to ensure a seamless transition with little or no disruption to your current patients.

2. Additional Activities/Enhancements at no additional cost.

Iowa health Home Care will provide oxygen equipment to patients of the Iowa Veterans Home who are wanting to travel i.e., return home to visit relatives on weekends, or attend various family and non family related functions. Iowa Health Home Care will make all reasonable efforts to accommodate all traveling patients. Equipment can be delivered directly to the Iowa Veterans Home or in some cases and depending on the destination, can be delivered directly to the patient's destination. Special accommodations will be done on a case by case basis. We can also entertain instances where the patient would be required to use the Airlines to arrive at their destination.

We believe choice is important and is an additional enhancement to this contract. We have allowed the Respiratory professionals at The Iowa Veterans Home to choose between several makes and models of ventilators and circuits, at one specified price for each regardless of make and or models

Iowa Health Home Care will also provide any additional back up batteries that may be required for short term ventilator [patient travel] off the premises of The Iowa Veterans Home.

We believe that our addition of Auto Titrating Cpap and Bipap Equipment at or near the same current contract price is a definite enhancement to the value of this contract. By all accounts, these items are the gold standard of CPAP and BIPAP equipment. The therapeutic value to your patients is most valuable. These units continually sense the patients exact breathing patterns throughout the course of the night and continually adjust pressure (auto Titrate) based on those precise breathing patterns. Traditional or standard CPAP and BIPAP units are set at one pressure and remain constant at that pressure regardless of the patients breathing pattern.

All humidification devices for CPAP and BIPAP products will be provided at no additional cost to the Iowa Veterans Home.

Iowa Health Home Care will provide “high flow” oxygen concentrators (on a case by case basis) and when requested to do so, at the same rate as the standard oxygen concentrators

Iowa Health Home care will provide Licensed Respiratory Professionals on site (if requested) monthly, for the expressed purpose of testing compatibility for oxygen conserving devices at the request of The Iowa Veterans Home. We believe that this will ultimately save the Iowa Veterans Home money by lowering the amount of oxygen used by each patient.

Iowa Health Home Care will provide/substitute (when so requested) a Helios liquid oxygen portable “stroller” for each patient that, in the opinion of The Iowa Veterans Home, would benefit from the use of such device. Iowa Health Home Care will provide/substitute this device at the same contracted monthly rate as all other portable strollers. Compatibility and participation is at the sole discretion of the Respiratory Professionals at the Iowa Veterans Home.

Iowa Health Home Care will be providing only oxygen concentrators that have a built in oxygen percentage indicator device which will prevent patients receiving unacceptable or “low” concentrations of oxygen.

We will provide (upon request) all operators, clinician, technical manuals and materials relevant to proper staff and patient education.

Iowa Health Home Care will provide special “high flow” humidifier bottles for use when “high flow” oxygen concentrators are requested. These are a special type of humidifier that has a higher pressure relief valve setting.

All equipment (except ventilators) is repaired at our facility in Urbandale Iowa and never has to leave the state insuring fast turn around on all equipment.

At the request of The Iowa Veterans Home, Iowa Health Home Care will provide Flow Accuracy testing of all Oxygen Regulators owned by the Iowa Veterans Home during the course of our quarterly maintenance checks on all other equipment. Other Equipment owned by the Iowa Veterans Home can also be considered on a case by case basis.

At the request of the Iowa Veterans Home, Iowa Health Home Care will provide special color coded oxygen tubing for any sight impaired oxygen patient residing at The Iowa Veterans Home.

Iowa Health Home Care maintains an extremely low (almost non-existent) turnover rate of employees, particularly our service technicians who will be on site twice weekly filling liquid vessels.

3. Knowledge of Respiratory Devices and Expertise

Iowa Health Home Care has been serving the needs of our Respiratory patients for nearly 25 years. Working together with our Distribution, Bio-Support, and Materials Management departments, Our respiratory department is highly regarded and is routinely called upon to manage the care of the most critical patients from such highly regarded institutions such as The University of Iowa Hospitals and Clinics, Mercy Hospital Medical Center, Iowa Methodist Medical Center and Blank Children's Hospital. Iowa Health Home Care is recognized as a leader in revolutionary Ventilatory care, consistently meeting and exceeding the demands of these critical care cases.

We have been providing the exact same liquid oxygen products to our customers for nearly twenty years now. Our staff of technicians and bio-support personnel continually receive training and updates on this equipment and our repair staff has accumulated nearly 35 certificates of training from various manufacturers including the Puritan Bennett Corporation which all of the liquid oxygen products at the Iowa Veterans Home will consist of.

We feel that an item of particular note is that Iowa Health Home Care maintains an almost non-existent turnover rate of employees in our Home Medical Equipment Service line that will be in charge of managing this account.

Iowa Health Home Care maintains a dedicated state of the art test, repair and maintenance facility at our Urbandale Iowa location. We are factory certified (authorized to repair) for all products that we will be renting to the Iowa Veterans Home. We take service and repair very seriously here; it isn't just stuffed in a backroom somewhere as an afterthought. We would invite the Respiratory staff at the Iowa Veterans Home to come and tour our new facility to get a feel on how serious and dedicated to serving the needs of our patients we really are.